

Telephony Report 2019–20 (as at 29 February 2020)

	Successful	Answered	Terminated by Customer	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
Centrelink (Social Security and Welfare)	24,059,888	10,506,645	2,303,322	15:00	12,961,794	1,205,165
Disabilities, Sickness and Carers* <i>Calls are associated with Carer Allowance & Payment, Disability Support Pension and Mobility Allowance.</i>	1,418,306	775,024	219,720	26:12	3,149,751	0
Employment Services** <i>Calls are associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.</i>	3,147,332	1,175,690	283,710	22:38	46	1,205,165
Families and Parenting <i>Calls are associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payments.</i>	3,859,138	2,387,779	623,232	22:58	4,995,931	0
Older Australians <i>Calls are associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and Pension Loans Scheme.</i>	954,425	483,530	165,580	23:41	1,277,920	0
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.</i>	997,569	574,580	129,057	21:31	1,964,598	0
Participation <i>Calls are associated with activity tested recipients who may not have met obligations. Primarily recipients are required to actively participate in approved activities. This line differs from the Employment Services line as its purpose is for compliance discussions with recipients.</i>	0	198,279	60,060	19:14	0	0
Other	13,683,118	4,911,763	821,963	5:44	1,573,548	0
- Income Management <i>Calls are associated with Income Management enquiries.</i>	2,511,971	21,418	323	0:24	166	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		1,304,730	214,100	3:57		-
- Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	989,433	-	-	-	224	-

*Sickness Allowance calls were taken on the Disabilities, Sickness and Carers Line prior to its transition to JobSeeker Payment on 20 March 2020.

**Newstart calls were taken on the Employment Services Line prior to its transition to Jobseeker Payment on 20 March 2020.

Telephony Report 2020–21 (as at 28 February 2021)

	Successful	Answered	Terminated by Customer	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
Centrelink (Social Security and Welfare)	26,679,549	12,263,423	959,605	4:06	706	142,567
Disabilities, Sickness and Carers** <i>Calls are associated with Carer Allowance & Payment, Disability Support Pension and Mobility Allowance.</i>	1,495,955	989,401	52,066	3:41	49	3,903
Employment Services** <i>Calls are associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.</i>	3,400,015	2,099,905	158,911	5:50	85	103,322
Families and Parenting <i>Calls are associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	3,251,706	2,475,775	143,498	4:15	137	19,710
Older Australians <i>Calls are associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and Pension Loans Scheme.</i>	1,327,898	815,550	66,794	5:47	25	1,645
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.</i>	1,262,849	826,184	38,940	3:19	51	13,522
Participation <i>Calls are associated with activity tested recipients who may not have met obligations. Primarily recipients are required to actively participate in approved activities. This line differs from the Employment Services line as its purpose is for compliance discussions with recipients.</i>	0	71,837	17,327	8:14	0	1
Other	15,941,126	4,984,771	482,069	3:11	359	464
- Income Management <i>Calls are associated with Income Management enquiries.</i>	2,777,499	46,653	944	0:17	2	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		1,404,870	185,878	2:31		-
- Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	1,346,048	-	-	-	0	-

NB: There have been 706 busy signals this FYTD as a result of infrastructure issues.

*Sickness Allowance calls were taken on the Disabilities, Sickness and Carers Line prior to its transition to JobSeeker Payment on 20 March 2020.

**Newstart calls were taken on the Employment Services Line prior to its transition to Jobseeker Payment on 20 March 2020.

Telephony Report 2019–20 Full Financial Year

	Successful	Answered	Terminated by Customer	Average Speed of Answer (mm:ss)	Busy Signal	Congestion Messages
Centrelink (Social Security and Welfare)	46,564,858	17,386,929	4,076,369	14:11	26,823,484	3,811,251
Disabilities, Sickness and Carers* <i>Calls are associated with Carer Allowance & Payment, Disability Support Pension and Mobility Allowance.</i>	2,207,333	1,189,652	294,922	22:54	5,047,506	0
Employment Services** <i>Calls are associated with JobSeeker Payment, Special Benefit, Assurance of Support, Crisis Payment and Employment Services Providers.</i>	7,608,464	2,495,660	546,247	19:29	1,284,561	3,791,656
Families and Parenting <i>Calls are associated with Child Care Subsidy, Dad and Partner Pay, Double Orphan Pension, Family Tax Benefit, Parental Leave Pay and Parenting Payment.</i>	5,666,835	3,435,604	749,732	19:50	9,609,589	83
Older Australians <i>Calls are associated with Age Pension, Commonwealth Seniors Health Card Bereavement assistance, Pensioner Concession Card and Pension Loans Scheme.</i>	1,561,602	784,430	221,320	20:17	2,963,468	19,100
Youth and Students <i>Calls are associated with Austudy, Low Income Health Care Card, Pensioner Education Supplement and Youth Allowance.</i>	1,883,544	978,344	179,549	18:44	4,992,760	15
Participation <i>Calls are associated with activity tested recipients who may not have met obligations. Primarily recipients are required to actively participate in approved activities. This line differs from the Employment Services line as its purpose is for compliance discussions with recipients.</i>	0	230,914	69,440	18:25	0	0
Other	27,637,080	8,272,325	2,015,159	7:44	2,925,600	397
- Income Management <i>Calls are associated with Income Management enquiries.</i>	4,021,874	101,190	1,396	0:22	189	-
- BasicsCard enquiry, BasicsCard balance enquiry <i>Calls are associated with BasicsCard enquiries.</i>		3,772,566	934,610	5:42		-
- Balance enquiry <i>Calls are associated with BasicsCard enquiries and BasicsCard balance enquiries.</i>	1,759,486	-	-	-	1,075	-

*Sickness Allowance calls were taken on the Disabilities, Sickness and Carers Line prior to its transition to JobSeeker Payment on 20 March 2020.

**Newstart calls were taken on the Employment Services Line prior to its transition to Jobseeker Payment on 20 March 2020.

- Successful calls are calls that have reached the Agency. Successful calls include calls that are completed through self-service in the Integrated Voice Response (IVR), abandoned calls and answered calls.
- Answered calls are calls answered by a Service Officer.
- Terminated by Customer calls are calls that have progressed through the IVR, entered a queue waiting to be answered and the call is ended, (hung up), before it is answered by a Service Officer.
- Average Speed of Answer is the average time it takes for a call waiting in the queue to be answered. The speed of answer is measured from when a call leaves the IVR menu (i.e. joins the queue to be answered) to when it is answered by a Service Officer.
- Busy Signals are calls that receive a busy signal, (engaged tone), when customers attempt to contact the Agency.
- Congestion messaging is activated in periods of high demand and provide an alternative service option for customers when their call cannot be answered. The message encourages callers to conduct their business through self-service options rather than repeatedly calling.

NOTE:

- *The 'Other' queue is made up of several telephone lines including: Australian Victim of Terrorism Overseas Payment, Income Management (including Basics Card), myGov, Emergency response, NDIA (National Disability Insurance Agency), APIS (Australian Passport Information Service) and International Services and Multilingual services.*
- *Traditionally the number of handled or successful calls reported for Social Security and Welfare were based on traditional Centrelink programmes such as Older Australians or Employment Services. The Participation queues were previously considered to be a compliance function and hence were excluded as were Debt Recovery and other business integrity lines.*

Health Telephony Performance

Telephony Performance: Medicare Public											
Measure	Target (mm:ss)	2019–20	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	2020–21 as at 28 February 2021
Calls Answered	-	2,314,931	252,243	227,088	225,684	233,635	234,687	194,684	205,669	221,482	1,795,172
Terminated by Customer Calls	-	505,806	34,579	37,350	43,382	45,926	44,866	39,809	40,204	42,745	328,861
Congested Calls	-	555,577	19,610	6,049	8,267	675	814	15	0	0	35,430
Average Speed Of Answer	≤ 7:00	6:58	4:55	5:27	6:41	6:43	6:37	7:04	7:12	6:55	6:24
Telephony Performance: Medicare Provider											
Measure	Target (mm:ss)	2019–20	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	2020–21 as at 28 February 2021
Calls Answered	-	2,561,462	211,854	199,477	210,693	207,688	207,036	188,814	183,346	197,849	1,606,757
Terminated by Customer Calls	-	221,262	17,838	20,785	15,396	16,726	17,492	17,958	17,542	17,962	141,699
Average Speed Of Answer	≤ 2:00	1:59	1:55	2:02	1:38	1:49	1:52	1:59	1:55	1:57	1:53

Telephony Performance: Medicare PBS Authorities and myHealth Providers

Measure	Target (mm:ss)	2019–20	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	2020–21 as at 28 February 2021
Calls Answered	-	5,394,090	439,573	419,708	429,408	436,360	430,413	441,420	396,735	418,831	3,412,448
Terminated by Customer Calls	-	114,967	7,583	6,306	6,610	7,262	5,934	6,627	5,578	6,731	52,631
Average Speed Of Answer	≤ 00:30	0:34	0:28	0:26	0:20	0:28	0:26	0:28	0:27	0:28	0:26

Note: From 1 July 2020 My Health Record is now aligned to the Medicare (Providers) line. Previously it was aligned to the PBS Authorities line

Child Support Telephony Report

Updated to current figure as per CDO advice.

Telephony Performance: Child Support

Measure	Target (mm:ss)	2019–20	JUL 2020	AUG 2020	SEP 2020	OCT 2020	NOV 2020	DEC 2020	JAN 2021	FEB 2021	2020–21 as at 28 February 2021
Calls Answered	-	1,597,445	158,332	138,756	140,419	135,637	131,441	112,634	118,128	132,358	1,067,705
Average Speed Of Answer	≤ 3:00	13:55	3:09	3:59	3:05	2:37	2:03	1:51	2:51	2:36	2:49